

NOTICE

U.S. DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION

N 8900.34

National Policy

Effective Date:
02/21/08

Cancellation Date:
02/21/09

SUBJ: Completing the Pilot Deviation Report

1. Purpose of This Notice. This notice provides new procedures for investigating pilot deviations (PD), and completing FAA Form 8020-18, Investigation of Pilot Deviation Report by certificate-holding district offices (CHDO), Flight Standards District Offices (FSDO), and certificate management offices (CMO) with oversight of air carrier operators certificated under Title 14 of the Code of Federal Regulations (14 CFR) parts 121, 129, 135, or air operators under part 125 and program managers of fractional ownership programs under part 91 subpart K. Effective September 30, 2007, Flight Standards Service (AFS) began using the electronic air traffic quality assurance (ATQA) database to capture information obtained while investigating a PD. This notice provides a new policy, effective 30 days after the effective date of this notice under, which the CHDO will be responsible for conducting all incident investigations classified as PDs for its assigned operators, regardless of the geographic area in which the event occurred.

2. Audience. The primary audience for this notice is FSDO aviation safety inspectors (ASI). The secondary audience includes Flight Standards branches and divisions in the regions and in headquarters.

3. Where You Can Find This Notice. Inspectors can access this notice through the Flight Standards Information Management System (FSIMS) at <http://fsims.avs.faa.gov>. Operators and the public can find this notice at <http://fsims.faa.gov>.

4. Background. Audits conducted by the AFS-40, Quality Assurance Staff, noted many cases in which FAA Form 8020-18 was either not properly completed or was not routed in a manner that ensured the information was obtained and captured by the ATQA database system. To ensure that more timely and accurate information regarding PDs is captured, AFS-1 policy now mandates that all PD reports be entered directly into the Web-based ATQA database system. The ATQA database has been designed to provide the FAA with a source of continual analysis on events that occur within the National Airspace System (NAS). This information is critical to reducing errors by pilots within the airspace and pilots and mechanics during airport surface operations. Flight Standards ASIs must use this guidance in completing FAA Form 8020-18.

5. Discussion. A review of completed FAA Form 8020-18 determined that the comments contained in block 18, were not adequate for providing meaningful analytical results. A significant percentage of such reports simply noted that an enforcement action was being taken by Flight Standards, or they only stated that the event was handled under Aviation Safety Action Program (ASAP), without providing any additional information resulting from the FAA

investigation of that event. The procedures contained in this notice are intended to enable the ATQA system to obtain information needed for hazard identification and risk mitigation, regardless of whether events involving PD report are handled under the ASAP or not. Information obtained during PD investigations provides the FAA with valuable data for analysis. FAA Form 8020-18 has matured into an active Data Collection Tool for both AFS and Air Traffic Organization (ATO), and is not solely for the purpose of a response to an air traffic occurrence. Responsibility for completion of the Form 8020-18 for PDs associated with operations under 14 CFR parts 121, 129, 135, or air operators under part 125 and fractional ownership programs under the operational control of a program manager under part 91 subpart K, is therefore being changed from the geographic office to the respective CHDO to facilitate a more proactive approach in determining risk associated with certificated operators.

Note: PDs that are not associated with operations under 14 CFR parts 121, 129, 135, or air operators under part 125 and fractional ownership programs under the operational control of a program manager under part 91 subpart K, will continue to be investigated by the geographical office where the event occurred.

6. Inspector Authorization to Use the ATQA Database. Inspectors must complete the Web-based ATQA introductory training course, number FAA27100014 found on the Electronic Learning Management System (eLMS) employee training site. To access the course, inspectors may have to contact the eLMS Help Desk (405-954-4568) and request that the course be added to their learning plan.

a. To obtain a user ID and password to access the site, complete the following steps:

- (1) Complete the FAA eLMS training course.
- (2) From any AVS computer system, open the ATQA Web page, <http://atqa.faa.gov/reportingsystem/logon.jsp>.
- (3) Click on “Request An Account” from the top right of the screen.
- (4) Complete the registration form and click on “Submit” and select “FSDO Inspector” or administrative staff.
- (5) Look for your registration information via your Lotus Notes account.
- (6) Log on to <http://atqa.faa.gov/reportingsystem/logon.jsp> mentioned above and change your password as requested.

b. Helpdesk support is available 24/7 to help users with application issues. Users can email their questions to: 9-AWA-ATQA-Helpdesk@faa.gov or call 800-404-1159.

7. Investigation and Completion of the Pilot Deviation Report.

a. This notice amends the following FAA Flight Standards guidance:

(1) FAA Notice N 8000.363, Flight Standards Geographic Program, Paragraph 5b, Investigation of accidents, incidents and enforcement events.

(2) Order 8900.1, Flight Standards Information Management System (FSIMS), Volume 7, Chapter 1, Section 2, Incident Investigation and Occurrences, Paragraph 7-34, Responsibilities.

(3) Order 8900.1, FSIMS, Volume 11, Chapter 2, Section 1, Aviation Safety Action Programs, Paragraph 11-43E, Enforcement Investigation Coordination.

(4) Order 8020.11B, Chapter 6, Section 1, Paragraph 240, Overview and Paragraph 241g, Incident Responsibilities.

b. Investigating ASIs assigned an event involving a PD that has been accepted as a non-sole-source report into ASAP will request the FAA Event Review Committee (ERC) Representative to assist in determining, and the FAA ASAP ERC representative will assist in providing, the information specified in paragraph 8. Investigating ASIs are also responsible for determining and verifying that the information contained in the Form 8020-17, Preliminary Pilot Deviation Report is correct and will consider reclassification if the PD is not supported by the results of the investigation using Form 8020-19, Reclassification of Aviation Incident Report.

8. Action. All PD reports associated with operations under 14 CFR parts 121, 129, 135, or air operators under part 125 and fractional ownership programs under the operational control of a program manager under part 91 subpart K, must be completed using ATQA in accordance with guidance in this notice. The information will provide the FAA with vital information concerning PDs. To report incidents:

a. Access atqa.faa.gov and complete the logon.

b. Select type of report you want to create (FAA Form 8020-18, Investigation of Pilot Deviation Report).

c. Search for FAA Form 8020-17, Preliminary Pilot Deviation Report using the report number or date (Do not use the “create final with no preliminary” option, as that option generates a new record).

d. Select “create final” from the right hand column of the search results page.

e. Reporting ASIs must complete all relevant blocks of the Form 8020-18 and place special emphasis on Block 18, Description of Deviation and Comments with Recommendation. For all PDs, Block 18 of Form 8020-18 must include the following information (to include entering the listed section headings). This information will provide event specific safety information for continual analysis.

(1) Description of deviation.

(2) Causal and/or contributing factors not already addressed in Blocks 13-16, if any.

(3) Recommendations for systemic corrective action to reduce risk of future occurrence.

(4) Comments if any. If none, state none.

f. Complete the report, select save and submit.

g. Print and distribute the final report according to current orders and local office procedures.

9. Program Tracking and Reporting Subsystem (PTRS) Input. PTRS code 1712 is used for tracking investigation activity associated with PDs in accordance with, Order 8900.1, Volume 7, Chapter 1, Section 2, Incident Investigation and Occurrences. ASIs should enter the code “ASAP” in the National Use field of the PTRS (without the quotes) for work associated with an investigation related to an operator’s accepted ASAP report. It is also important to complete the Designator Block with the appropriate designator code for the operator.

10. Disposition. This notice will be incorporated into the Order 8900.1, Flight Standards Information Management System. Direct questions regarding this notice to AFS-230, Voluntary Safety Programs Branch, at (703) 661-0276.

ORIGINAL SIGNED by

James J. Ballough
Director, Flight Standards Service